

American Embassy, Amman

Vacancy Announcement

ANNOUNCEMENT NUMBER: 12 - 36

OPEN TO: Current EFM Employees of the Mission only

POSITION: Embassy Air Passenger Coordinator

OPENING DATE: April 12, 2012

CLOSING DATE: April 18, 2012

WORK HOURS: One Temporary Position (40 hour work week)

SALARY: *EFM: (Position Grade: FP-09)

The U.S. Embassy in Amman is seeking one individual for the Embassy Air Passenger Coordinator temporary position (up to 90 days) in the Iraq Support Unit. Applicants must be willing to work additional weekend or evening hours as workflow is established.

NOTE: ONLY US CITIZEN ELIGIBLE FAMILY MEMBERS (AEFM) AS DEFINED BELOW OF U.S. GOVERNMENT EMPLOYEES ASSIGNED TO THE MISSION UNDER CHIEF OF MISSION AUTHORITY ARE ELIGIBLE FOR CONSIDERATION. A U.S. CITIZEN EFM DOES NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.
BASIC FUNCTION OF POSITION

This position processes Embassy Air fixed wing and helicopter flight requests, manifest passengers and process flight changes and cancellations for both DoS and contracted employees. The incumbent will ensure accuracy of all fiscal data and identify areas of process improvement for Embassy Air operations and customer service. The incumbent will distribute workload arriving in the Embassy Air email Inbox, serve as duty officer, with responsibilities and obligations connected with the Embassy Air duty phone, provide responsive and timely customer service, develop and maintain list of key points of contact for all aspects of Embassy Air operations, as well as Embassy Air customer contacts and establish and document standard operating procedures for Embassy Air Passenger Coordinator function, to be used in training others in the position. In addition the employee will coordinate with Embassy Air Coordinators in Baghdad to book emergency travelers.

QUALIFICATIONS REQUIRED:

Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item as well as supporting documentation.

1. Bachelor's of Arts, English and American Literature is required.
2. Two and a half years customer service, research assistant, writing, and telephone communications with focus on data entry experience is required.
3. Must be fluent in English (level 4).
4. Must be familiar with Windows XP and Microsoft Office Suite. Must be able to learn different computer application software as deployed by Department of State.
5. Must have demonstrated ability to follow up on flight information and track down fiscal data. Must be familiar with the ISU operations and the nature of their work. Must be willing and able with proven skills to handle the duty phone.

SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
4. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY:

Interested applicants for this position should submit the following:

1. Application for Federal Employment (DS-174) or
2. A current resume or curriculum vitae that provides the same information as the DS-174, and

3. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.
4. Candidates who claim U.S. Veterans preference must provide a copy of their DD-214 form with their application. For more information on Veteran's Preference, go to <http://www.opm.gov/veterans/>.

SUBMIT APPLICATION TO:

Human Resources Office
Fax 593 1598

Applications can be submitted electronically through AmmanEmployment@state.gov.

DEFINITIONS:

AEFM:

A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

1. U.S. citizen;
2. Spouse or dependent who is at least age 18;
3. Listed on the travel orders of a Foreign or Civil Service employee or uniformed service member permanently assigned to or stationed at a U.S. Foreign Service post or establishment abroad with a U.S. Government agency that is under Chief of Mission authority;
4. Resident at the sponsoring employee's or uniformed service member's post of assignment abroad, approved safehaven abroad, or alternate safehaven abroad;
5. Does not receive a U.S. government annuity or pension based on a career in the U.S. Civil, Foreign, or uniform services.

CLOSING DATE FOR THIS POSITION: April 18, 2012

The US Mission in Amman provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.